

7852 Walker Drive, Suite 200 Greenbelt, Maryland 20770 phone: 301-459-7590, fax: 301-577-5575 internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 19, 2014

Accepted/Filed

FCC Office of the Secretary

# Via Hand Delivery

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, SW Washington, DC 20554

Re:

WC Docket No. 10-90, WC Docket No. 11-42

2014 ETC Annual Report of Coleman County Telephone Cooperative, Inc.

Study Area Code 442057

Dear Ms. Dortch:

On behalf of Coleman County Telephone Cooperative, Inc. ("Coleman County"), JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules. Coleman County seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of the initial section 54.202(a) Five-Year Service Quality Improvement Plan.3

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall JSI Vice President

301-459-7590

ikuvkendall@isitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd List ABCDE

1 47 C.F.R. §§ 54.313, 54.422.

47 C.F.R. §§ 0.457, 0.459, 54.202(a).

Echelon Building II, Suite 200 9430 Research Blvd., Austin, TX 78759 phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310 1380 Corporate Center Curve, Eagan, MN 55121 phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road Bldg, B-3, Suite 200, Atlanta, GA 30328 phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane Bountiful, UT 84010 phone: 801-294-4576, fax: 801-294-5124

<sup>&</sup>lt;sup>2</sup> Connect America Fund et al., WC Docket No. 10-90 et al., Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).



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Re:

WC Docket No. 10-90, WC Docket No. 11-42

2014 ETC Annual Report of Coleman County Telephone Cooperative, Inc.

Study Area Code 442057 Request for Confidentiality

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client Coleman County Telephone Cooperative, Inc. (the "Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules, withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

- 1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").<sup>3</sup>
- Rate-of-Return Eligible Telecommunications Carriers ("ETCs") must file with the Commission an initial section 54.202(a) Five-Year Service Quality Improvement Plan ("Five-Year Plan") which is contained in the attachment to the 2014 Report.<sup>4</sup>
- 3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment. Information of this nature is confidential commercial information routinely withheld from public inspection.

<sup>&</sup>lt;sup>1</sup> 47 C.F.R. §§ 0.457, 0.459.

<sup>&</sup>lt;sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3 47</sup> C.F.R. §§ 54.313, 54.422.

<sup>&</sup>lt;sup>4</sup> See In the Matter of Connect America Fund, WC Docket No. 10-90, Order DA 14-591 (rel. May 1, 2014).

been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.

- 7. Any previous versions of this information are not publicly available.
- 8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
- 9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,

John Kuykendall JSI Vice President

301-459-7590

jkuykendall@jsitel.com

Contact Email Address: Email of the person identified in data line <030> Lithibweb-access .nat           Email of the person identified in data line <030> Lithibweb-access .nat           ANNIALA REPORTING FOR ALL CARREDS: Company for the person in the person identified in data line <030> Lithibweb-access .nat           4100 Service Quality improvement Reporting (oncice)         (amplete attached worksheet) (analytimprovement Reporting (oncice)           4200 Unfulfilled Service Requests (proachand)         0           4310 Detail on Attempts (broadband)         (amach descriptive discurrent)           4320 Unfulfilled Service Requests (proachand)         0           4400 Number of Complaints per LOOD customers (voice)         (amach descriptive discurrent)           4400 Number of Complaints per LOOD customers (broadband)         (amach descriptive discurrent)           4400 Number of Complaints per LOOD customers (broadband)         (amach descriptive discurrent)           4400 Number of Complaints per LOOD customers (broadband)         (amach descriptive discurrent)           4400 Number of Complaints per LOOD customers (broadband)         (amach descriptive discurrent)           4400 Number of Complaints per LOOD customers (broadband)         (amach to indicate certification)           4400 Mobile         0.5           4500 Service Quality Standards & Consumer Protection Rules Complaints         (amach to indicate certification)           4510 One Company Price Offerings (proced)         (amach to indicate cert					
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with questions about this data	<020>	Program Year	2015		
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Email of the person identified in data line c330	<035>		3253483124 ext.		FCC Office of the Secretary
Action   A	<039>		timh@web-access.net	t	
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	<3000>			(check to indicate certification)	A SERVING

	ervice Quality Improvement Reporting Illection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	442057	
<015>	Study Area Name	COLEMAN COUNTY CO-OP	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net	
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) O O	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no ) O O	
<112>	voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your concept which only receives frozen support, your progress report is only required to address voice telephony service.	ompany is a	
	Please check these boxes below to confirm that the attached documents(s), on lin 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	e	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets		
<114>	Report how much universal service (USF) support was received		
<115>	How (USF) was used to improve service quality		
<116>	How (USF)was used to improve service coverage		
<117>	How (USF) was used to improve service capacity		
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.		

(200) Service Outage Reporting (Voice)	AT THE PARTY OF TH	THE RESERVE		The second second	The continue	FCC Form 481		
Data Collection Form				Addition .	AND .	OMB Control No.	3060-0986/OMB Contro	No. 3060-0819
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<010>	Study Area Code	442057
<015>	Study Area Name	COLEMAN COUNTY CO-OP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert
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<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net

<220>

<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures

e Offerings including Voice Rate Data ection Form	FCCForm 481  OMB Centrol No. 3060-0986/OMB Centrol No. 3060-0819 July 2013
Study Area Code	442057
Study Area Name	COLEMAN COUNTY CO-OP
Program Year	2015
Contact Name - Person USAC should contact regarding this data	Tim Humpert
Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.
Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net
Residential Local Service Charge Effective Date 1/1/2014	
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State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and
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(710) Broadband Price Offerings Date Collection Form GMB Centrel No. 3060-0386/GMB Centre	of No. 2000-0819*-
and the same of th	

<010>	Study Area Code	442057
<015>	Study Area Name	COLEMAN COUNTY CO-OP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	timheweb-access.net

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select
			- See attac worksheet -	hed				
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17.17.27.20.000.000.000	erating Companies ection Form			PREFERONALS DNB Conferral S Supplicas	080 0986/OMB Control No. 3060-0819.
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<015>	Study Area Name	COLEMAN COUNT	Y CO-OP		
<020>	Program Year	2015			
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert			
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ex	ct.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-acc	ess.net		
<810>	Reporting Carrier Coleman County Telephone Cooperative, Inc.				
<811>	Holding Company				
<812>	Operating Company				
<813>			<625	**************************************	March 18 18 18 18 18
	Affiliates		SAC	Doing Business As Company	or Brand Designation
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<010> <015> <020> <030> <035> <039>	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line Contact Email Address - Email Address of person identified in data line Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
to confir demons § 54.313 <921> <922> <923> <924>	ompany serves Tribal lands, please select (Yes,No, NA) for each these boxes rm the status described on the attached document(s), on line 920, trates coordination with the Tribal government pursuant to B(a)(9) includes:  Needs assessment and deployment planning with a focus on Tribal community anchor institutions.  Feasibility and sustainability planning;  Marketing services in a culturally sensitive manner;  Compliance with Rights of way processes	Select (Yes,No, NA)
<925> <926> <927> <928> <929>	Compliance with Land Use permitting requirements Compliance with Facilities Siting rules Compliance with Environmental Review processes Compliance with Cultural Preservation review processes Compliance with Tribal Business and Licensing requirements.	

SHOW THIS CONTRACT	o Terrestrial Backhaul Réporting lection Form	FCC Form 481 CIMB Control No. 3060-0819 July 2013
<010>	Study Area Code	442057
<015>	Study Area Name	COLEMAN COUNTY CO-OP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert
<035>	Contact Telephone Number - Number of person identified in data line <030	> 3253483124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <03	)> timh@web-access.net
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	

Lifeline	erms and Condition for Lifeline Customers		ECC Form (481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 duly 2013
<010>	Study Area Code		442057
<015>	Study Area Name		COLEMAN COUNTY CO-OP
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Tim Humpert
<035>	Contact Telephone Number - Number of person identified in data li	ne <030>	3253483124 ext.
<039>	Contact Email Address - Email Address of person identified in data I	ine <030>	timh@web-access.net
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		Name of Attached Document
<1220>	Link to Public Website	нттр	
or the we	neck these boxes below to confirm that the attached document(s), on line 1 bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1	
<1222>	Details on the number of minutes provided as part of the plan,	<b>✓</b>	
<1223>	Additional charges for toll calls, and rates for each such plan.	<b>/</b>	

nonal e	ice Cap Carrier Additional Documentation		
The second of			FCC Foldin VR1
	ection Form		GIVIS Control No. \$060-0986/OMS Control No. 3060-0619
Including	Rate-of-Return Carriers affiliated with Price Cap Eocal Exchange Carriers	the state of the s	July 2013
<010>	Study Area Code	442057	
<015>	Study Area Name	COLEMAN COUNTY CO-OP	
<020>	Program Year	2015	1 16 Marie
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert	TO THE PARTY OF TH
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.	V = 0.04 - 0.000000000000000000000000000000
<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net	tr Xir Xir Hair
enterioristico en			
CHECK th			gh Cost support to offset access charge reductions, and Connect America Phase II
	support as set forth in 47 CFR § 54.313(b),(c),(d),(e)	e) the information reported on this form and in t	the documents attached below is accurate.
	learners of Course Associate Phone I course.		
42010s	Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))		
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))		
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification		
<2013>	2014 Frozen Support Certification		
<2014>	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification		
~20132	2010 and luture Prozen Support Certification		
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband		
	Connect America Phase II Reporting {47 CFR § 54.313(e)}		——————————————————————————————————————
<2017>	3rd year Broadband Service Certification		<b>⊢</b>
<2018>	5th year Broadband Service Certification		
<2019>	Interim Progress Certification		
-2020s	Please check the box to confirm that the attached document(s), on I	ine 2021 contains the required information	
<2020>	Please check the box to confirm that the attached document(s), on I pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support	shall provide the number, names, and	
	addresses of community anchor institutions to which began providing	ng access to broadband service in the	
	preceding calendar year.		
			West and the Control of the Control
<2021>	Interim Progress Community Anchor Institutions		
		42-271-23	
		Name of A	ttached Document Listing Required Information

	nit Of Return Cerrier Additional Decommendation	REDACTED FOR PUBLIC INSPECTION. FCF Point 453 OHIS Convert His, 3060-0466/ONIS College from 5660-0619
-		
<010>	Study Area Code Study Area Name	442057 COLEMAN COUNTY CO-OP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net
CHECK		nt to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 ne information reported on this form and in the documents attached below is accurate.
(3010)	Progress Report on 5 Year Plan	1
	Milestone Certification (47 CFR § 54.313(f)(1)(i))	
		Name of Attached Document Listing Required Information
	Please check this box to confirm that the attached document(s), on line 3 § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addreproviding access to broadband service in the preceding calendar year.	
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	7
		Name of Attached Document Listing Required Information
	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report	(Yes/No) (Yes/No)
Please	check these boxes to confirm that the attached document(s), on line 3017	7, contains the required information pursuant to § 54.313(f)(2) compliance requires:
	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows
Innatol	bearing in balance dried, mostly distance and distance of de	442057tx3017.pdf
		44205/CX3017.pdf
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	1
		Name of Attached Document Listing Required Information
(2019)	If the response is no on line 3014, is your company audited?	(Yes/No) OO
(2010)	if the response is no on line 5014, is your company addition:	
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a fo	
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of C	
(3021)	Management letter issued by the independent certified public accountant that	performed the company's financial audit.
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications	
	Borrowers,	
(3023)	Underlying Information subjected to a review by an independent certified public accountant	H
(3024) (3025)	Underlying information subjected to an officer certification.  Document(s) for Balance Sheet, Income Statement and Statement of Ct	ash Flows
(3026)	Attach the worksheet listing required information	
	Į	
		Name of Attached Document Listing Required Information

	on Morges Carter Challiforn	CMB Contral to Substitute Vision Specials Special Specials Special S
<010>	Study Area Code	442057
<015>	Study Area Name	COLEMAN COUNTY CO-OP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net

## TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients					
certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support ecipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.					
Name of Reporting Carrier:					
Signature of Authorized Officer:	Date				
Printed name of Authorized Officer:					
Title or position of Authorized Officer:					
Telephone number of Authorized Officer:					
Study Area Code of Reporting Carrier:	Filing Due Date for this form:				

154 900 HOLEN	on "Agent / Carsier ection Form.	GERGER 481 QUE CONTROL 2000 (THE CONTRE EAST 400 OFFE ANY 2013
<010>	Study Area Code	442057
<015>	Study Area Name	COLEMAN COUNTY CO-OP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tim Humpert
<035>	Contact Telephone Number - Number of person identified in data line <030>	3253483124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net

# TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent) <u>Daine Longenecker</u> also certify that I am an officer of the reporting carrier; my resi agent; and, to the best of my knowledge, the reports and data	is authorized to submit the information reported on to consibilities include ensuring the accuracy of the annual data reporting requirement provided to the authorized agent is accurate.	"요하다 이 아이들이 없는 것 같아요. 그 사람들이 되었다면 하는 것이 없다".
Name of Authorized Agent: Daine Longenecker	THE STATE OF THE S	
Name of Reporting Carrier: COLEMAN COUNTY CO-OP		
Signature of Authorized Officer: CERTIFIED ONLINE	Date:	06/18/2014
Printed name of Authorized Officer: Tim Humpert		
Title or position of Authorized Officer: CFO/GM		
Telephone number of Authorized Officer: 3253483124 ext.		
Study Area Code of Reporting Carrier: 442057	Filing Due Date for this form: 06/30/2014	

### TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Report	s for CAF or LI Recipients on Behalf of Reporting Carrier
, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for the data reported herein based on data provided by the reporting carrier; and, to the best of my	[2]
Name of Reporting Carrier: COLEMAN COUNTY CO-OP	
Name of Authorized Agent or Employee of Agent: Diane Longenecker	
ignature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date: 06/18/2014
rinted name of Authorized Agent or Employee of Agent: Diane Longenecker	
itle or position of Authorized Agent or Employee of Agent Manager - Regulatory Affair	rs
elephone number of Authorized Agent or Employee of Agent: 5123380473 ext. 235	
itudy Area Code of Reporting Carrier: 442057 Filing Due Date fo	or this form: 06/30/2014

Attachments

# COLEMAN COUNTY TELEPHONE COOPERATIVE, INC. (SAC 442057) ATTACHMENT - LINE 112 FIVE YEAR SERVICE QUALITY IMPROVEMENT PLAN

ATTACHMENT REDACTED IN ENTIRETY

Coleman County Telephone Cooperative, Inc.

Study Area Code: 442057

Response to Line 510 - Service Quality Standards and Consumer Protection Rules

Compliance - Voice and Broadband

In establishing this certification in its 2005 ETC Order,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." The FCC found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet

Coleman County Telephone Cooperative, Inc. ("Cooperative") hereby certifies that its voice service complies with applicable service quality standards and consumer protection rules under the Texas Administrative Code, Title 16, Part II, as established by the Public Utility Commission of Texas. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff which discloses rates, terms and conditions of service to customers pursuant to Subchapter J requirements in Sections 26.201-26.230; (2) adherence to state consumer

our requirement."4

<sup>&</sup>lt;sup>1</sup> Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>&</sup>lt;sup>2</sup> Id. at para. 28.

<sup>&</sup>lt;sup>3</sup> Id. The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." Id. at n. 71.

<sup>4</sup> Id. at n. 72.

protection requirements governing telephone providers as identified in Subchapter B, in Sections 26.21-26.37; and (3) service quality standards requirements as identified in Subchapter C, Sections 26.51-26.57. In addition, the Cooperative complies with numerous federal consumer protection standards including, but not limited to: (1) Truth-in-Billing Rules outlined in 47 CFR § 64.2401; and (2) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

For its broadband service, Cooperative hereby certifies that while there are no applicable state broadband service quality standards and consumer protection rules yet established under the Texas Administrative Code by the Public Utility Commission of Texas, the Cooperative discloses rates, terms and conditions on its public web site and the Cooperative complies with applicable federal and state customer protection standards generally applicable to all businesses operating in Texas. In addition, the Cooperative adheres to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3.

Coleman County Telephone Cooperative, Inc.

Study Area Code: 442057

Response to Line 610 - Ability to Function in Emergency Situations

for Voice and Broadband

Coleman County Telephone Cooperative, Inc. ("Cooperative") hereby certifies that it is

able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47,

Part 54, Subpart C, §54.202(a)(2)<sup>1</sup> and the Texas Administrative Code. The Cooperative's

network is designed to remain functional in emergency situations without an external power

source, is able to reroute traffic around damaged facilities, and is capable of managing traffic

spikes resulting from emergency situations as required by Section 54.202(a)(2). The Cooperative

can change call routing translations as needed to reroute traffic around damaged facilities.

Changing call routing translations also allows the Cooperative to manage traffic spikes throughout

its network, as emergency situations require.

Specifically, the Cooperative is able to function under emergency operations in accordance

with Public Utility Commission of Texas Substantive Rules §26.51 Reliability of Operations of

Telecommunications Providers and §26.52 Emergency Operations which include obligations for

continuity of service and emergency operations planning and service provision capability for

dominant carriers. Any central office not equipped with permanently installed standby generators

contains as a minimum four hours of battery reserve without voltage falling below the level

required for proper operation of all equipment. In addition, all central offices without installed

<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

emergency power facilities have a mobile power unit available which can be delivered and connected on short notice.

The Cooperative's standby generators and battery back-up equipment support both voice and broadband network equipment in the event of an emergency situation.

(700) Pri Data Col	ce Offerings including Voice Rate Data lection Form	FTC Form 481.  OMS Control No. \$050-0986/OMS Control No. 3050-0619  MAY 2013
<010>	Study Area Code	442057
<015>	Study Area Name	COLEMAN COUNTY CO-OP
<020>	Program Year	2015

Tim Humpert

3253483124 ext.

timh@web-access.net

<701> Residential Local Service Charge Effective Date 1/1/2014 
<702> Single State-wide Residential Local Service Charge

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030>

<030> Contact Name - Person USAC should contact regarding this data

<703>

Burkett Lake Coleman Mozelle Rockwood Santa Anna Valera	FR FR FR	12.65 12.65 12.65	0.0	0.47	0.0	13.12 13.12
Mozelle Rockwood Santa Anna	FR	12.65	1 SERVICE	1 716-24	0.0	13.12
Rockwood Santa Anna			0.0	20000		
Santa Anna	FR	10.65		0.47	0.0	13.12
		12.65	0.0	0.47	0.0	13.12
Talera	FR	12.65	0.0	0.47	0.0	13.12
artra	FR	12.65	0.0	0.6	3.5	16.75

(710) Broadband Price Offerings Date Collection Form		PCC BOAN CBS:  ONAS CONTYST No. 3060-0985/ONES CONTYST No2080-0819  LUN 3023
<010> Study Area Code	442057	

<010>	Study Area Code	442057
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<039>	Contact Email Address - Email Address of person identified in data line <030>	timh@web-access.net

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees		Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
тx	A11	81.14	0.0	81.14	6.0	0.0	0.0	Other, No usage allowance. Upload
TX	Mozelle	61.85	0.0	61.85	4.0	4.0	0.0	Other, No usage allowance
TX	Mozelle	81.85	0.0	81.85	8.0	8.0	0.0	Other, No usage allowance
TX	Mozelle	91.85	0.0	91.85	10.0	10.0	0.0	Other, No usage allowance
тх	Rockwood	61.85	0.0	61.85	4.0	4.0	0.0	Other, No usage allowance
тх	Rockwood	81.85	0.0	81.85	8.0	8.0	0.0	Other, No usage allowance
тх	Rockwood	91.85	0.0	91.85	10.0	10.0	0.0	Other, No usage allowance
rx	Santa Anna	61.85	0.0	61.85	4.0	4.0	0.0	Other, No usage allowance
тx	Santa Anna	81.85	0.0	81.85	8.0	8.0	0.0	Other, No usage allowance
rx	Santa Anna	91.85	0.0	91.85	10.0	10.0	0.0	Other, No usage allowance
		1						A-1